
TEST INFORMATION GUIDE

This test information guide provides a summary of concepts that are tested on the multiple-choice examination for the **Intermittent Clerk** job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

I. OFFICE PRACTICES**(6 Questions)**

Employees in this job perform routine office functions. These functions include maintaining a file system for reference information, processing forms and records, reviewing and updating files. Test question topics include:

- Filing procedures: cross referencing, chronological, alphabetical and numerical filing;
- Telephone etiquette.

II. OFFICE COMMUNICATION**(6 Questions)**

Employees in this job not only represent the agency for which they work, but state employees in general. As a state employee, it is important to be courteous and helpful at all times. This section assesses the interpersonal communication skills applied in your role as a state employee. Test question topics include:

- Methods one can use to promote a favorable impression of the agency and state employees among the general public;
- How to handle individuals who are upset or hostile.

III. FOLLOWING WRITTEN PROCEDURES**(12 Questions)**

Employees in this job are often required to read written instructions that explain how to perform various tasks. This section is designed to test your ability to read and comprehend a variety of written instructions and correctly answer questions related to each set of instructions.

IV. ENGLISH USAGE**(24 Questions)**

Communication is a significant part of this job. Employees must have the ability to use correct grammar in speech and in writing in order to obtain and provide information in a clear and accurate manner. This section of the exam tests your knowledge of English grammar and syntax. Test question topics include:

- Spelling;
- Correct use of punctuation;
- Determining which sentence from a group of four represents the best use of English.

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V. MATH**(12 Questions)**

Employees in this job must be able to perform basic mathematical computations including those involving decimals and percents. This skill is applied when maintaining trust fund ledgers, posting receipts and disbursements and performing cashier duties. Test question topics include:

- Percentage increases/decreases;
- Calculations involving addition, subtraction, multiplication and division;
- Computations involving monetary amounts;
- Practical applications of mathematical reasoning.

VI. NUMERICAL FILING**(6 Questions)**

Employees in this job sort and file correspondence, records, reports, special bids, requisitions, authorizations, purchase orders and other fiscal data, using relatively complex filing systems. In order to successfully perform this task, it is necessary to possess the ability to place documents in sequential order according to control number, invoice number, date, purchase order number, etc. The questions in this section require you to:

- Place numeric data in the proper order from lowest to highest;
- Determine where a particular number should be filed within a group of numbers.

VII. ALPHABETIZING**(6 Questions)**

Employees in this job are responsible for classifying and filing material such as documents and records. This section tests your ability to alphabetically file documents and other materials. Test question topics include:

- Sequencing of names.